

SPECIFICATION AMENDMENTS

Please amend the current title of the invention, which appears on the first line of page

1, as set forth below.

~~-- System, Method and Article of Manufacture for Detecting Emotion in Voice~~

~~Signals in a Call Center By Utilizing Statistics For Voice Signal Parameters --~~

Please replace the first paragraph on page 1, beginning on line 4 and ending on line 5,

as follows:

--This application claims priority to and is a continuation of U.S. Pat. Application Ser.

No. 09/388,909, filed August 31, 1999, ^{now patent # 6,275,806} which is herein incorporated by reference.--